

GRANTEE MONITORING

Grantee Monitoring

Grantee Name	Central Minnesota Life Care Center, DBA Options for Women
Location/Address	1225 Timberlane Drive, S. 5
Date and Location of Site Visit	May 16, 2017 at our center
Grantee Participants	Colleen Cianflone, Executive Director
MDH Participant(s)	Mary Ottman, Grant Manager
Grant Agreement #/PO #	0000839703

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

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OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current?

Yes

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?

Yes

3. Where is this central file located? [File Cabinet and Computer](#)

4. Who is responsible for this central file? [Colleen Cianflone](#)

5. Does the central file include

- The grant proposal? [Yes](#)
- The award letter? [Yes](#)
- The signed grant agreement and any/all amendments? [Yes](#)
- Any/all requests and/or approvals for scope/budget changes? [Yes](#)
- The work plan? [Yes](#)
- Any/all payment requests (invoices)? [Yes](#)
- Any/all signed subcontracts? [Yes](#)
- Any/all Progress Reports? [Yes](#)

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? [Yes](#)

2. Are expenditure reports submitted timely and accurately? [Yes](#)

3. Are progress reports submitted with all required information and in a timely manner? [Yes](#)

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CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? **Yes.**
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? **Yes**
3. Was the contractual agreement(s) reviewed and approved by MDH before implementation? **Yes**

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? **Yes**
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? **Yes**
3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll? **Yes**
 - Travel? **Yes**
 - Overtime? **N/A**
 - Timesheets? **Yes**
 - Taxes? **Non-Profit**
 - Purchasing? **Yes**
 - Compensated time off? **N/A**
4. Are employees time sheets approved? **Yes**

By whom (what position)?

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By the Executive Director and the Treasurer approves the Executive Director's timeline.

5. Does the Grantee's payroll preparation and distribution involve more than one employee?

The Executive director and the center's accountant process the payroll.

6. Does an authorized official approve all checks before being signed? The Executive Director signs the checks.

Additional Comments:

None at this time

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PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started? **2003**
- What need does your program fulfill? **Our mission is to reach out with compassion to women facing life changing decisions about their unplanned pregnancy and to encourage, assist and support them in carrying their pregnancy to term and caring for their babies after birth.**
- How has the program grown or changed since its beginning? **Yes, we offer an incentive education program and Ultrasound program now. We've also expanded our space and we draw more clients.**

Grantee's Target population

- Who does the organization primarily serve? **Pregnant women and women with babies.**
- What is the program's demographic and geographic coverage? **We serve women 15-30, mostly Caucasian and Hispanic. We serve women from Sauk Centre, Melrose, Long Prairie, and other nearby small towns.**
- Review recent Demographic reporting. **Recent demographics were reviewed. The client numbers have been steady.**

Leadership and Governance

- Effective Board: How many board members currently serve, who are they? **We have a board of six. Gabe Gieske - President, Gerard Becker – Vice President, Larry Feldt – Treasurer, Mary Reuter – Secretary, Kate Kerin and Emily Backowski.**
- How often do they meet? How are they informed of organization's progress and challenges? **The board meets once a month. The Executive Director informs the board about the organization's progress and challenges.**
- How supportive is the Board of the program? **They are very supportive.**
- How is the program staffed? Who is responsible for the supervision of grant staff? **Our organization is staffed by a paid Executive Director, Client Service and Support person, Client Service and Outreach person. We also have four volunteer client advocates and a volunteer sonographer.**
 - How are staff evaluated on their performance? How long have PA staff been employed there? **The executive director has been employed at the center since**

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July, 2012. The Client Support person has been employed since November 2012.

The Client Service and Outreach person has been employed since June 2016.

- How are staff background checks done? *We don't do background checks. Please consider as best practice to incorporate background checks for all staff and volunteers who work with volunteers or money.*
- What is your organization's policy on complaints for staff and clients? *Please consider having your board of directors discuss a basic policy to address this issue.*

Budget

- Does the current budget reflect your work plan activities? *Yes*
- Is the budget accurate for the project size/scope? *Yes*
- Do you have any challenges with the budget or invoicing? *No*
- Has your Financial Reconciliation taken place? *No*
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed. *Central Minnesota LCC has a medium risk designation that was discussed during the site visit.*

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source? *We get referrals from the social workers at two local hospitals as well as referrals from the local Food Shelf. Local churches also refer women to us.*
- Challenges with partners or specific counties? *None*

Work Plan

- Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?

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The number of clients being served since June 2016 is close to the previous year. We offer pregnancy tests, ultrasound testing, lay counseling, referrals, prenatal, pregnancy, and financial education, diapers, baby clothes and food, baby items including cribs and Pack N' Plays. We have served around the same amount of clients that we served last year. I feel that we are spending more time with our clients and have been able to help them more than previously.

- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? Yes, some small changes. These changes were discussed and a revised work plan for Year 2 of the grant cycle will be submitted by the staff.

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients?
We advertised in local newspapers and on Facebook. We also have a short video ad that shows before every movie in our local movie theatre. We've sent out information packets to youth groups and social workers at hospitals. We've put up posters in laundromats, churches, etc... We would like to get more clients and would love to hear how other centers reach clients.

Data:

- How is program data collected and by whom? Is data collected useful to agency?
Data is collected by all client advocates and the director. The Client Service and Support person enters the data into the Way Cool Program.
- Anything we can do to help or simplify data collection? No

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee). Last year's evaluation plan was discussed. There were not questions by staff.
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation?
The evaluation plan for Central MN LCC has been contracted with a sub-contractor and will be looking at and evaluating their promotion of a healthy and nutritious diet with their clients.

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Preliminary results with the promotion of breastfeeding among Hispanics has been disappointing for the staff.

Miscellaneous

- Anything else you would like to share? We are planning to offer Life Coaching starting in July. We also hope to add STI testing. These would not be PA Grant funded, but hopefully they will bring in more clients.
- Anything else we haven't asked? No

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions? Life Coaching and STI Information
- Feedback or suggestions for the state? None at this time.
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program?

Summary:

Central Minnesota Life Care Center (CMLCC) has begun their second grant cycle as a Positive Alternatives (PA) grantee. They are located in Sauk Centre and provide care for the underserved pregnant women and women with infants in Stearns and surrounding counties in rural, central Minnesota. Funded services that they provide include: outreach, case management, crib distribution and safe sleep education, financial assistance, hotline, material support, nutrition support, pregnancy and parenting education and pregnancy testing. CMLCC will also be adding Life Coaching to their program schedule this summer and hope to add STI testing this fall.

Programming and 2016-17 budget were reviewed. Staff will submit a revised work plan and quarterly update form to better reflect the good work they are doing. Currently it was determined that not all case management services by staff are being recorded for the quarterly updates. Budget questions were also answered. The current budget seems to support the work plan well and will not need any large adjustments. Funds should be expensed fully for the year 1 budget. The evaluation plan was also discussed with questions presented on new types of topics for possible future evaluation projects. Ideas were reviewed.

Two areas that CMLCC staff and board may want to review would include their current practice of background checks and their lack of a policy on complaints by staff.

CMLCC appears to be a responsible grantee and is diligently using their PA funding in agreement with their 2016 application. They have used widespread and varied outreach to reach potential clients including ads at the local movie theaters, Facebook ads, and contact with local social service organizations, churches and hospitals. They have initiated new programming to better meet the needs of their clients.

CMLCC continues to provide excellent care and services as a PA grantee.

Date: 5/17/17

Grant Manager: Mary Ottman

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